

**CITY OF GREENBELT, MD  
CLASS SPECIFICATION**

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**CLASS TITLE:** Communications Supervisor  
**DEPARTMENT:** Police  
**REPORTS TO:** Patrol Operations Sergeant

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**SALARY GRADE:** 18  
**FLSA STATUS:** N  
**DATE:** 03/2009

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**JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:**

Responsible for timely communication with citizens and police personnel in order to prioritize and resolve emergency and non-emergency situations.

**ESSENTIAL JOB FUNCTIONS:**

Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing; training in job skills; planning, assigning and directing work; appraising performance; addressing complaints and resolving problems.

Assists subordinate staff with tasks, equipment needs and other issues as necessary. Performs the duties of Communications Specialist when necessary

Receives emergency calls requesting police or other emergency service, determines nature and location of emergency, determine priority and dispatches emergency units as necessary.

Receives non-emergency and maintenance service calls for assistance.

Maintains constant radio contact with mobile units by base radio. Maintains constant awareness of the status of mobile units and updates this information as it changes.

Assists in the annual departmental budget preparation.

Provides service to citizens who come to Headquarters for any request or complaint.

**IMPORTANT JOB FUNCTIONS:**

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer                      General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or equivalent; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

National Crime Information Center Certification

Criminal Justice Information Systems Training Instructor Preferred

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Police methods, practices and procedures.

Department organization, standard operating guidelines and policies, rules, and regulations.

Legal procedures involving enforcement of City codes, regulations, laws and ordinances.

Management and organization theories and practices.

All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

Preparing clear and concise reports, correspondence and other written materials.

Communicating orally and in writing with internal staff, clients, the general public, and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

**Mental and Physical Abilities:**

Ability to acquire knowledge of other codes and regulations administered by the department.

Ability to interpret laws, regulations, codes and ordinances, and to apply requirements to appropriate situations.

Ability to communicate in the English language by phone, police radio system or in person in a group or one-to-one setting.

Ability to evaluate subordinates.

Ability to follow directions, both verbal and written.

Ability to maintain records, logs and files.

Ability to prepare written reports and correspondence.

Ability to work a rotating and flexible work schedule.

Ability to establish and maintain effective working relationships with a variety of people.

While performing the essential functions of this job the employee is frequently required to stand; walk; sit; use hands to finger, handle, feel or keyboard; speak and hear; climb or balance, stoop, kneel, crouch, or crawl; reach with hands and arms; climb stairs; bend body downward and forward; use color, texture, sound, shape and odor perception; and push, pull and/or lift up to 10 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet to very loud.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.